

Host Business Guide

Suggested Activities & Skills to Demonstrate

Telephone Skills

Demonstrate the correct procedure for answering phones and instruct the student on what is appropriate. If your job entails a significant amount of phone work, demonstrate communication skills by allowing the student to listen to a few calls on the speakerphone. Be sure to introduce your student to the caller and let the caller know that you have a "shadow." Prepare a list of calls that you can make that will help the student understand your job. Before each call, explain to the student what you hope to accomplish. At the end of each call, review the results you achieved, positive or negative. In addition, you may wish to review the skills you used on the phone.

Computer Skills

Word processing: Dictate a memo or letter to your "shadow." Explain the reason you need to write the memo, and ask the student's opinion on how-to express thoughts.

Spreadsheets: Copy a spreadsheet into a new file and have the student input or manipulate data. Have the student change some parameters and notice how the entire spreadsheet changes. Have the student think about how long it used to take to change the rows and columns by hand.

E-mail: Dictate to the student an e-mail message and have him/her send it.

Graphic software: Copy a file and have the student help you design something for a current project.

CAD: Copy a file, then discuss your design parameters. Ask your student for input on a design change you are working on and have him/her make the change.

Office Equipment

Calculating machines: Prepare some calculations for the student to complete.

Fax: Have the student send faxes for you throughout the day.

Other: Have the student experiment with other equipment that is safe for him/her to use, such as the postal meter or copy machine.

Customer Contact

If your job requires client or customer contact, have the student observe the exchange.

Meeting Skills

Having the student attend a meeting with you is fine as long as it is inside the building. Before the meeting, give the student some background information so he/she better understands the conversation. It is recommended that meetings last no longer than an hour.

Presentation Skills

Show the student a presentation you are working on. Have the student critique your presentation. Then have the student add ideas of his/her own. Ask the student to modernize it for you or show you how to market more effectively to people his/her age.